

Appendix A

Summary of Service Provider Comments

(Comments from Focus Groups held October 6, and 7, 2004)

Affordable Housing/Housing Assistance, Fair Housing Services

Housing Authority: The Housing Authority of the County of Santa Clara (HACSC) provides rental subsidies and develops affordable housing for low-income families, seniors and persons with disabilities living in Santa Clara County. The large population and critical need for affordable housing in the Santa Clara Valley has made the agency one of the largest Housing Authorities in the country. The HACSC has indicated that, over the last three years, the number of units of subsidized rental housing has decreased considerably due to: 1) private owners of assisted rental housing opting out or paying off their loans, and 2) a decline in the number of Section 8 housing vouchers available in Santa Clara County and the difficulty of using those vouchers in the private rental market. HUD has separated Housing Authority operating funds from subsidy funds, which may disadvantage housing authorities. The Housing Authority has indicated that there will probably be no new Section 8 vouchers issued in the near future. In addition, low-income families cannot use a rental voucher if they lack a security deposit and the voucher could be lost if not used. The Housing Authority has indicated the need for a security deposit program.

The Housing Authority also stated that the recent drop in Fair Market Rents (FMR), the maximum amount of rent plus utilities costs that HUD uses to determine rent subsidies, by as much as \$497 for a three-bedroom unit in Santa Clara County, is a serious problem. Renters who occupy units with rents above the FMR may have to pay the difference between their actual rent and the FMR payment that HUD will allow. It is also difficult for renters or the Housing Authority to challenge the HUD decrease in rents. The HACSC indicated that programs for vouchers used for homeownership under the Self-Sufficiency Program should be expanded when possible. In addition, HACSC indicated that it is less expensive to provide "wrap-around" supportive services to keep a person with special needs in their home, instead of subsidizing the cost of shelter services.

Sunnyvale Community Services: Sunnyvale Community Services (SCS) is an independent, nonprofit emergency assistance agency founded in 1970. The mission of SCS is to prevent homelessness and hunger for low-income families and to help seniors remain independent. Sunnyvale Community Services provides financial aid, food, and other support services that prevent larger problems. Sunnyvale Community Services has indicated that security deposit assistance is one of the greatest needs in the community. Sunnyvale and Milpitas have the greatest growth in families living in poverty due to households overcrowding. Funds for emergency rental aid are limited and insufficient to cover the expanded needs. Many families who seek housing in shelters have enough money for rent but not for deposits. Housing should be the highest priority for the use of federal funds.

Project Sentinel: Project Sentinel (PS) is a non-profit agency providing services to help people resolve housing problems as well as dispute resolution and mediation on almost any topic. The agency assists home seekers as well as housing providers through fair housing counseling, complaint investigation, mediation, conciliation and education. These services are funded by

cities and counties in the greater Bay Area and Central Valley. Project Sentinel has indicated that one-time emergency rent or deposit assistance is a high priority need. Many PS clients live on the financial edge, and a one-time event such as a job loss, accident, or illness, can devastate a low-income family. If such an event occurs, many low-income families may need one or two months of assistance to get back on their feet. Project Sentinel also indicated that education and awareness campaigns are big needs in the community. These campaigns need to be more creative with consistent collaboration. In addition, PS expressed that multilingual support, both written and verbal, is also a high priority need.

Catholic Charities: Catholic Charities strives to empower the working poor to move beyond basic survival living to a state of meaningful, quality living through economic, family and emotional stability. Catholic Charities assists individuals and families to establish and maintain housing, employment, education and emotional health. To address these complex needs, Catholic Charities employs integrated services designed to address the multiple factors that impact one's ability to be self sufficient and stable. Also because these issues have intergenerational impact, Catholic Charities programs are geared to reach families across age groups:

- At-risk youth and their parents;
- Older adult caregivers and caregivers of older adults;
- Single parents;
- Individuals; and
- Newly arrived immigrants and refugees.

Catholic Charities has indicated that there is an increased need for emergency rental assistance from local programs for individuals because funds are typically targeted for families. In addition, individuals do not qualify if they live in subsidized housing. Catholic Charities receives 3,000 referral calls per year for emergency rental assistance. Catholic Charities indicated that there is an increased demand for supportive housing for individuals with special needs. In addition, Catholic Charities indicated that there is a need for more shelter beds especially for families with older boys.

Neighborhood Housing Services Silicon Valley (NHSSV): Neighborhood Housing Services works to improve the living environment of lower-income families in selected neighborhoods of the City of San José and its broader metropolitan area. In partnership with neighborhood residents, the business community, local government, financial institutions and community organizations, NHSSV provides programs and services that promote and support responsible home ownership as a means of revitalizing neighborhoods and engendering community pride and economic stability among residents. Neighborhood Housing Services has indicated that the housing stock and market prices are major issues. Once potential homebuyers are educated and qualified, there is limited housing stock that they can afford. Layered financing has been the key to providing more homebuyer options. Now that NHSSV has recently become an accredited lender, it can reach farther down the income scale.

Homeless Services and Facilities

There is a small homeless population in the City, although the precise number is difficult to quantify. Individuals and families in shelters and transitional housing who have claimed Sunnyvale as their last permanent place of residence represent about 4.4 % of homeless persons in the countywide HMIS database. With rising housing costs in the City as well as Santa Clara

County, the homeless population is increasing. The need for homeless outreach, prevention, emergency, transitional, and supportive services has increased accordingly.

Cupertino Community Services (CCS): CCS is a private non-profit, community based agency that has been providing direct assistance and referral services to the community for more than 30 years. The organization provides a continuum of basic needs and housing services, including information and referrals, food, clothing, shelter, affordable housing, financial assistance and case management. The organization serves the West Valley communities of Cupertino, West San Jose, Los Gatos, Monta Sereno, Saratoga, and Sunnyvale. Cupertino Community Services provides rotating shelters in the Cupertino and Sunnyvale areas through participating churches. Clients are primarily adult males who are highly functional, but often come with criminal records and/or substance abuse problems. The homeless in Sunnyvale appear to congregate around El Camino Real Blvd., near public buildings and spaces. The expunging of criminal records is an issue and a barrier to employment. There is a lack of sufficient seasonal shelter capacity. Homelessness is a regional issue and there is a gap in connecting the homeless to mainstream services such as Temporary Assistance to Needy Families (TANF) and health services. CCS stated that the Santa Clara County 10 Year Plan to Abolish Chronic Homelessness is scheduled to be completed in about six months.

Senior Services

Project Match: The mission of Project Match is to develop safe, affordable housing with supportive services for seniors, thus allowing seniors to live fully and well. Project Match's Senior Group Residence Program consists of nine homes in Santa Clara County. There are 37 seniors living in these homes. Project Match provides furnishings to the common areas of the home, cable TV and telephone service. Each resident has a private room. Project Match also provides case management services to the residents. These services include needs assessment, psycho-social support, conflict management and linkage to community services. Project Match has indicated that the City of Sunnyvale has not spent HOME funds on tenant-based rental assistance. Project Match suggests a regional approach to providing rental assistance through HOME funds, given the threat to the availability of Section 8 vouchers. In addition, Project Match indicated a problem with the HUD Super-NOFA process in that supportive services are targeted to persons with disabilities and not other types of special needs.

The Health Trust/Meals On Wheels Program: The Meals On Wheels Program delivers seven breakfasts and seven frozen meals, which may be used for lunch or dinner once a week, to homebound seniors unable to cook or shop for themselves. Deliveries are available throughout Santa Clara County. These meals are made available through a partnership between Santa Clara County Social Services Agency and the Council on Aging Silicon Valley (COA). Meals On Wheels expressed concern about community meetings because clients are homebound. Meals On Wheels has indicated that they are seeing more homebound non-seniors due to chronic illness, accidents and persons with disabilities. As society changes, individuals increasingly choose to live at home rather than of residential care facility or institution. Meals On Wheels also stated that there are increasing numbers of home-bound individuals with children, without adequate child care assistance.

The service provider volunteers are often the client's sole contact with society. Volunteers also deliver newspapers and do periodic simple health screenings. Meals On Wheels stated that a companionship program is a gap in service and that potential liability prevents them from extending this service. Meals On Wheels is starting a verbal companionship program of

“telephone buddies.” Clients often need other supportive services and Meals On Wheels could serve as a coordinator to link clients with other services. In addition, there are corporate programs that may also assist (such as Safeway’s program to provide free deliveries to homebound senior clients who are served by Meals On Wheels). Meals On Wheels indicated that an outreach/marketing effort is needed for mobile home park residents.

Senior Nutrition Program (Methodist Church): The Senior Nutrition Program of the Methodist Church is a community outreach program operated with funding from Federal, State, County and City governments. The program provides nutritional lunches that meet U.S. Department of Agriculture guidelines, five days a week Monday through Friday and serves close to 200 lunches daily with a minimum donation requested from participants. The Senior Nutrition Program has indicated that individuals who need the program the most are often the most difficult to reach out to. Ethnicity of clientele has shifted over the past 15 years from nearly all Caucasian to half Chinese. In addition, food choices and preparation has changed to reflect the new clientele. The Senior Nutrition Program has indicated that the income level of clients may be slightly higher now since the cost of living has forced the lowest-income clients to leave Sunnyvale. Most clients are in homes purchased years ago, subsidized rental housing, or mobile homes.

Youth and Family Services

Support Network for Battered Women (SNBW): The mission of the Support Network is to empower a diverse community to live free from domestic violence. Services include a 24-hour toll-free crisis line, an emergency shelter, counseling, information and referrals, support groups, safety planning, legal services and community education presentations. Staff and volunteers contact victims of domestic violence to inform them of their rights and resources. Making services available to children is a priority for the Support Network, as well as, providing culturally competent services to the Latino community and providing support services to the whole family. The agency responds to approximately 560 crisis calls per year. Last year, about 25 Sunnyvale women and their children were served. The Support Network operates a teen violence prevention/education program. Last year 300 Sunnyvale youth participated.

Support Network has indicated that the need for domestic violence service is tremendous. Only 58 domestic violence shelter beds exist countywide. One in three women will experience domestic violence in their lifetimes. SNFBW has an 18-bed shelter. Last year SNFBW provided 270 women and children with shelter. Additionally, SNFBW provides hotel/motel vouchers. SNFBW is one of four agencies that meet monthly to coordinate strategic planning of the Santa Clara County Domestic Violence Council/Consortium.

SNFBW has indicated that one challenge in meeting the needs of battered women is that other service providers have little experience working with domestic violence victims. Therefore, other programs are not designed to help domestic violence victims. SNFBW has indicated that community education for helping professionals is not prioritized to address domestic violence. SNFBW has indicated that a lack of funding for credit reports and assistance in addressing credit issues is a problem in getting domestic violence victims housed. In addition, the time required to process food stamp applications and other types of assistance is a barrier to domestic violence victims. Obtaining affordable health care and prescription drugs for domestic violence victims is a challenge.. SNFBW has had to cut its community education program, due to decreased funding. Responsibility for participation and coordination in community education is now dispersed among the service provider staff, which is not the most effective way to promote community outreach and education.

SNFBW has indicated that lack of transportation is also a problem for domestic violence victims. Availability of bus passes or taxi vouchers is important because many victims do not have their own transportation. SNFBW tries to coordinate with other service providers to coordinate transportation. SNFBW has indicated that child care and legal assistance are also unmet needs. SNFBW has indicated a need for legal service providers with experience in domestic violence issues. The current economic climate has increased the barriers to obtaining affordable housing and supportive services. SNFBW has indicated that it needs translation services to reach out to isolated Latino communities. SNFBW has indicated that there is a shortage of such services and it is dangerous to use children as translators in domestic violence cases. SNFBW has a collaboration with AACI (Asian Americans for Community Involvement) to serve the Asian community.

Catholic Social Services (CSS): CSS provides after-school programs, gang prevention programs and operates a youth center in San Jose. The majority of its clients are Hispanic, however, a significant number are Vietnamese and Filipino. In addition, the Asian population is increasing in Sunnyvale. CSS has indicated that funding cuts have required them to reduce many youth programs and services. In addition to serving the growing number of Vietnamese and Filipino communities, CSS serves children of undocumented families. CSS has identified the areas of the City bounded by Wolfe and Lawrence, north of El Camino Real, as having an ongoing presence of youth gangs, creating fear among children walking through this area.

DeAnza College Euphrat Museum of Art: Serves at-risk youth in schools since it was founded 13 years ago. Funding allows them to offer classes taught by professional artists to serve 25 to 30 children per semester. The Euphrat program specializes in use of the arts for highlighting community issues and problems and problem-solving. Due to the popularity of the classes offered at DeAnza College Euphrat Museum of Art, they cannot meet all requests and currently maintain a waiting list for participation. They need more funding in order to hire more teachers and expand the program to meet demand. The program staff feel that busing at-risk youth to college campuses exposes them to college opportunities. DeAnza College Euphrat Museum of Art would like to expand inter-agency collaboration to outreach to more at-risk youth. DeAnza College Euphrat Museum of Art has indicated that there is a need for more culturally-based language appropriate community outreach with expanded awareness of the changing ethnic composition of the area.

Health and Mental Health Services

Friends for Youth, Inc. (at Columbia Neighborhood Center): FY provides one-to-one mentoring of youth with adult mentors. Children are referred by youth professionals (school officials, law enforcement, youth counselors, etc.). The agency serves children ages eight to 17. The needs include additional funding, lack of volunteers and availability of professional counselors for special needs and other supportive youth services. Other services go hand-in-hand with FY programs. FY has indicated that there is a problem of "mini-gangs," small, informal groups of children who are "at-risk." FY's waiting list indicates that additional mentors are needed for all children to be served. Almost all children are from lower-income families. Youths from low-income families are at a greater risk of getting into trouble. Transportation is also a problem. Families are forced to use public transportation that have difficulties getting children to services. A coordinated shuttle service for providers serving children would increase access to services.

Sunnyvale School District (Special Education and Student Support Services): The Sunnyvale School District (SSD) has expressed concern over the amount of gang related activities and

affiliations. The problem begins in the park and spills over into the school. SSD indicated that the reduction in school counselors has limited their ability to address gang activities. Children need constructive activities to occupy them after school. Parental training and involvement is necessary, but many parents have to work two or more jobs to provide for the family thus leaving little time for training and supervision. SSD expressed a need for bi-lingual family liaisons located within the school district's resource center to network with families. Language and cultural differences are sometimes the greatest barriers to working with children and their families. SSD indicated that three elementary schools: Lakewood, Bishop, and Vargas have the greatest concentrations of children participating in the reduced and free-lunch programs. These schools all send students to the Columbia Middle school.

SSD stated that mental health screening and assessment resources are not easily accessible for children. In addition, there are no convenient and accessible adolescent mental health facilities with which the Sunnyvale schools can link. Health services have been reduced and Columbia Middle school has the only permanent on-site health aide. Other schools are served by rotating health aides. Child care is also a challenge for families who want to access services for special needs children.

In addition to the support services provided by the School District, there is a need to expand the Columbia Community Center to increase its capacity to deliver services to low- and moderate-income residents in Northern Sunnyvale.

Agency - General Information¹

AGENCY	Youth Services	Senior	Homeless	Persons with Disabilities	Immigrants	Victims of Domestic Violence	Low-Income Families	Substance Abusers	Affordable Housing	Homeless Shelter	Transitional Housing	Shared Housing/Rent Assistance	Nutrition Meals/Food Bank	Job/Educational Training	Fair Housing/Legal	Health/Mental Health	Senior/Youth Center
Project Sentinel		x	x	x			x		x						x		
Support Network for Battered Women	x	x	x	x	x	x	x			x						x	
Second Harvest Food Bank	x	x	x	x	x	x	x	x					x				
Catholic Charities Youth Community Services	x				x		x		x					x			x
Senior Nutrition Program		x		x									x				
Housing Choices Coalition				x					x			x					
Community Association for Rehabilitation				x													
Project Match		x							x		x				x	x	
Junior Achievement of Silicon Valley	x													x			
Friends for Youth, Inc.	x						x										
India Community Center	x	x	x	x	x	x							x	x		x	x

¹ This summary is based on service provider forms completed in October 2004 by public and private agencies.

Summary of Agency Responses to Written Surveys

(Submitted September – October 2004)

Support Network for Battered Women

Critical Issues

- Affordable health care
- Transportation
- Child care
- Credit reports for housing applicants

Unmet Needs/Gaps in Services

- Bi-Lingual service agencies
- Comments: Past 5 yrs and next 5 yrs
- N/A

Additional Concerns

- The amount of time it takes to process applications for food stamps and aide

Second Harvest Food Bank

Critical Issues

- Home delivered services
- Services for single adults without children
- Mobility issues for seniors and individuals with compromised health

Unmet Needs/Gaps in Services

- Limited home delivered services such as Meals On Wheels
- Comments: Past 5 yrs and next 5 yrs
- Families in need of food assistance for longer periods of time

Additional Concerns: N/A

Catholic Charities Youth Community Services

Critical Issues

- Gangs
- Teen Pregnancy
- School Drop-outs

Unmet Needs/Gaps in Services

- Longer hours at the Washington Youth Center including Sundays
- Comments: Past 5 yrs and next 5 yrs
- N/A

Additional Concerns:

- N/A

Senior Nutrition Program

Critical Issues

Balanced affordable nutrition
Cost of living
Transportation

Unmet Needs/Gaps in Services

Transportation influences ability to help participants
Comments: Past 5 yrs and next 5 yrs
High cost of living, forcing seniors out of area

Additional Concerns:

Need to develop a system to contact those who are in need of assistance

Housing Choices Coalition

Critical Issues

Affordable housing mainly 2-3 bdrm (20% of AMI)
Funding to buy units for special needs groups
Deposit assistance program for households when buying a unit

Unmet Needs/Gaps in Services

Create a standard for evaluating non-traditional credit
Non-traditional = those who do not have established credit.
Educate property managers on financial programs
Comments: Past 5 yrs and next 5 yrs
N/A

Additional Concerns:

Having the city invest in "non-traditional" homeownership strategies such as equality CO-OP, Investor Programs, Land Trusts
Programs that are sustainable and reduce the cost of homeownership

Catholic Charities

Critical Issues

Affordable Housing "very very low-income individuals" (<30% of MFI)

Unmet Needs/Gaps in Services

Affordable housing specifically rentals
Comments: Past 5 yrs and next 5 yrs
Increase awareness of the value of affordable housing for very low-income individuals and those with special needs

Additional Concerns:

N/A

Project Sentinel

Fair Housing Education and Outreach

Critical Issues

Providing timely and accurate information so consumers can make informed decisions.
Affordable Housing

Unmet Needs/Gaps in Services

Under-educated housing providers and consumers
Anti-predatory lending enforcement
Legal action against housing providers who victimize low-income tenants
Comments: Past 5 yrs and next 5 yrs
N/A

Additional Concerns:

Education of social services agencies regarding services provided by organizations other than their own

Landlord/Tenant Mediation

Critical Issues

Low-Income Housing Opportunities
Resolving disputes before the parties become legally or administratively engaged

Unmet Needs/Gaps in Services

Financial assistance for emergencies
Multilingual Services for administrative or legal claims
Encouraging Understanding of cultural diversity
Improved coordination between non-profit services providers
Comments: Past 5 yrs and next 5 yrs
Understanding diversity
Volunteer bank Important

Additional Concerns: N/A

Community Association for Rehabilitation

Critical Issues

Early intervention services
Family support services
Affordable Housing
Health Care
State funding for services

Unmet Needs/Gaps in Services

Appendix A Agency Consultation

Affordable Housing
Job placement and training services
Comments: Past 5 yrs and next 5 yrs
Increase in number of special needs results in a major challenge specifically Autism

Additional Concerns:

Special needs specifically seniors with disabilities needing health services
Affordable housing

Project Match

Critical Issues

Affordable Housing "35% of median"
Rent Subsidies for <30 % of MFI
Affordable housing be converted to fair market
Emergency services for seniors

Unmet Needs/Gaps in Services

Housing support services for <50% of MFI
Comments: Past 5 yrs and next 5 yrs
N/A

Additional Concerns:

Financing "TBRA" tenant based rental assistance through local funding

Junior Achievement

Critical Issues

Work force preparation for youth

Unmet Needs/Gaps in Services

N/A
Comments: Past 5 yrs and next 5 yrs
N/A

Additional Concerns:

N/A

Friends for Youth, Inc.

Critical Issues

Resources for at-risk adolescents and teens
Resources for youth not able to participate in fee-based activities
Resources for youth not able to participate in school-based programs
At-risk youth, long term support
Timely opportunities for support and services

Unmet Needs/Gaps in Services

Sufficient resources to serve all at-risk youth seeking services

Comments: Past 5 yrs and next 5 yrs

Economy has influenced financial resources to maintain service levels

Rebuild financial resources to return service levels to "norm"

Additional Concerns:

N/A

AGENCY CONSULTATION LETTER

Dear _____:

The Housing Division of the Sunnyvale Community Development Department would like to invite you to a service providers meeting. The purpose of the meeting is to solicit input from your agency regarding current needs, services, outreach efforts and existing gaps in services to low- and moderate-income residents and communities.

The City of Sunnyvale is currently in the process of preparing a new housing and community development plan – the five-year Consolidated Plan. The Consolidated Plan is a federal Department of Housing and Urban Development (HUD) mandated plan that outlines existing and future needs and sets forth the strategies the City will undertake and prioritize for using federal funds to address those needs. Your input is important and will help us develop effective strategies, as well as target our limited funding to areas and groups where it will have the most impact.

Please see **Attachment A** to this letter for days, times and locations of the meetings. Each meeting will focus on a specific topic. Although you are invited to attend any of the meetings in which you have an interest, we would especially like you attend the meeting(s) that focus on the topic(s) that correspond with your primary mission. **Please RSVP to Katrina Ardina by mail, e-mail, telephone, or fax by at the contact information listed below by October 1, 2004. Please specify which of the meeting day(s) and time(s) you or your designee will attend.**

Katrina Ardina
Sunnyvale Community Development Department, Housing Division
456 West Olive Avenue, Sunnyvale, CA 94088
Telephone: (408) 730-7250
Fax: (408) 730-4906
E-Mail: kardina@ci.sunnyvale.ca.us

In addition, we have enclosed a survey (**Attachment B**) that will be used to gather information about the services your agency provides and the needs of your clientele. Please take a few moments to complete the survey and **bring it with you to the meeting**. Please feel free to attach additional information about your agency or services to the survey. If you are not able to attend, please e-mail, fax, or mail the survey to Katrina Ardina at the contact information above. **If you intend to e-mail the information, please send it simultaneously to Ms. Ardina and to the City's consultant, Cotton/Bridges/Associates, to the attention of Jeff Goldman at jeff.goldman@cbaplanning.com.**

Please verify on the survey form that the contact information we have for your organization, and the individual to whom this letter is addressed, are correct. **We would also like your e-mail address, as we intend to use e-mail as much as possible for future communications.**

If you have any questions, please contact Ms. Ardina or the City's consultant, Cotton/Bridges/Associates, attn: Jeff Goldman, at (916) 649-0196, extension 206 or by e-mail at jeff.goldman@cbaplanning.com.

Thank you in advance for your participation in the City's Consolidated Plan update.

Sincerely,

Attachment A Agency Meeting Schedule

Topic	Date	Time
Affordable Housing/Housing Assistance/ Fair Housing Services	October 6	9 a.m. – 10:30 a.m.
Senior and Disabled Services	October 6	11 a.m. – 12:30 p.m.
Youth and Family Services	October 6	1 p.m. – 2:30 p.m.
Homeless Services and Facilities	October 6	3 p.m. – 4:30 p.m.
Health/Mental Health Services	October 7	1 p.m. – 2:30 p.m.
Adult Employment/Educational Services	October 7	3 p.m. – 4:30 p.m.

Note: All meetings will be held at Sunnyvale Community Services, 725 Kifer Road, Sunnyvale. The telephone number is (408) 738-4321. Below is a map of the location.



Attachment B

Service Provider Questionnaire – Sunnyvale Consolidated Plan

The City of Sunnyvale Housing Division is embarking on a new housing and community development plan for 2006-2010 that will replace and update the 2000-2005 ConPlan. We need your input to understand the critical needs and identify existing gaps in services in order to prioritize funding. Although we may have been funding your agency for many years and be very familiar with your services, it would help us to have the following information in a uniform format. We appreciate your time in completing this survey.

Agency Information

Agency: _____

Address: _____ **Zip:** _____

Telephone: _____ **Fax Number:** _____

Contact Person: _____ **Title:** _____

Email Address: _____

Multiple Office Locations: ☐ **Yes** ☐ **No** If Yes, provide information.

Other Office Addresses:

Phone: _____ **Fax:** _____

Clientele:

- | | | |
|-----------------------------------|---|--|
| <input type="checkbox"/> Youth | <input type="checkbox"/> Persons with Disabilities | <input type="checkbox"/> Low Income Families |
| <input type="checkbox"/> Senior | <input type="checkbox"/> Immigrants | <input type="checkbox"/> Substance Abusers |
| <input type="checkbox"/> Homeless | <input type="checkbox"/> Victims of Domestic Violence | <input type="checkbox"/> Other (specify) |

Type of Service/Facility Provided:

- | | | |
|---|---|---|
| <input type="checkbox"/> Affordable Housing | <input type="checkbox"/> Shared Housing/Rent Assistance | <input type="checkbox"/> Fair Housing/Legal |
| <input type="checkbox"/> Homeless Shelter | <input type="checkbox"/> Nutrition/Meals/Food Bank | <input type="checkbox"/> Health/Mental Health |
| <input type="checkbox"/> Transitional Housing | <input type="checkbox"/> Job/Educational Training | <input type="checkbox"/> Senior/Youth Center |
| <input type="checkbox"/> Other (specify) | | |

Geographic Area Served: _____

Critical Needs & Gaps in Service

Critical Issues (List in order of importance):

- 1) _____
- 2) _____
- 3) _____
- 4) _____
- 5) _____

Unmet Needs/Gaps in Service:

Comments on Changes in Needs and Services in the Past 5 Years/Agencies
Projected Changes in the next 5 years:

Additional Concerns/Suggestions: _____

* * * * *

**Please return this survey by OCTOBER 5, 2004 to Katrina Ardina, City of
Sunnyvale Community Development Department, and Housing Division.**

By Mail:
456 West Olive Avenue
Sunnyvale, California 94088

By Fax:
(408) 730-4906

By E-Mail
kardina@ci.sunnyvale.ca.us
jeff.goldman@cbaplanning.com

AGENCY CONTACT LIST

Organization	Title 1	First Name	Last Name	Title2	ADDRESS	City	ST	Zip
Adults Toward Independent Living					19147 Anne Lane	Cupertino	CA	95014
Asian Americans for Community Involvement	Ms.	Josephine	Hawkins, Ph.D.	President and CEO	2400 Moorpark Ave., Suite 300	San Jose	CA	95128
Bill Wilson Center - Children & Family Services	Mr.	Sparky	Harlan	Executive Director	3490 The Alameda	Santa Clara	CA	95050
Christian Church Homes	Mr.	William	Pickel	Development Project Manager	303 Hegenberger Rd STE 201	Oakland	CA	94621
Clara-Mateo Alliance Inc	Mr.	Steve	Chapralis	Clinical Director	795 Willow Rd Bldg 323D	Menlo Park	CA	94025
Community Assoc for Rehabilitation Inc	Ms.	Lynda J.	Steele	Executive Director	525 E Charleston Rd	Palo Alto	CA	94306
Community Technology Alliance	Mr.	Ray	Allen		115 E Gish Rd STE 222	San Jose	CA	95112
					420 S Pastoria Ave	Sunnyvale	CA	94086
Cupertino Community Services	Ms.	Erica	Headley	Director of Housing	10104 Vista Drive	Cupertino	CA	95014
Cupertino Community Services	Ms.	Jaclyn	Fabre	Executive Director	10104 Vista Drive	Cupertino	CA	95014
Cupertino Unified School District	Mr.	Andy	Mortensen	Assistant Superintendent of Human Resources	10301 Vista Dr	Cupertino	CA	95014
East San Jose Law Center	Ms.	Margaret	Stevenson	Executive Director	1765 Alum Rock Ave	San Jose	CA	95116
Emergency Hsg Consortium	Ms.	Becky	McGovern	Compliance Manager	2011 Little Orchard Ave	San Jose	CA	95125
Euphrat Museum of Art - DeAnza College	Ms.	Ms. Diana	Argabrite	Program Coordinator	21250 Stevens Creek Bl	Cupertino	CA	95014
Family & Children Services	Ms.	Denise	Sandoval	Interim Contracts Admin	375 Cambridge Ave	Palo Alto	CA	94306
First Community Housing	Mr.	Thomas	Iamesi	Director of Housing Development	2 N Second St STE 1250	San Jose	CA	95113
Fremont Union High School District	Mr.	Don	Fox	Director of Business Services	589 W Fremont Ave	Sunnyvale	CA	94087
Friends for Youth Inc	Ms.	Michelle	Smith	Development Associate, Grants Manager	1741 Broadway	Redwood City	CA	94063
Health Trust Meals On Wheels	Mr.	Gary B.	Allen	President & CEO	1701-A S Bascom Ave	Campbell	CA	95008
Hindu Temple & Community Center	Mr.	Naranji	Patel	President	420-450 Persian Dr	Sunnyvale	CA	94089
Housing Choices Coalition	Ms.	Lisa	Jackson	Executive Director	1777 Agnew Road	Santa Clara	CA	95054
Housing Trust of Santa Clara County	Ms.	Roccie	Hill	Executive Director	1786 Technology Dr	San Jose	CA	95110
India Community Center	Mr.	Pradeep	Joshi	Director, Senior Services	285 N. Wolfe Road, Ste. #102	Sunnyvale	CA	94085
InnVision	Ms.	Christine	Burroughs	Chief Executive Officer	974 Willow St	San Jose	CA	95125

Appendix A
Agency Consultation

Organization	Title 1	First Name	Last Name	Title2	ADDRESS	City	ST	Zip
Lenders for Community Development	Mr.	Eric	Weaver	Executive Director	111 W St John St STE 710	San Jose	CA	95113
Live Oak Adult Day Services	Ms.	Coleen	Hudgen	Executive Director	20920 McClellan Road	Cupertino	CA	95014
Maitri	Ms.	Indira	Chakravorty	Coordinator/Administration	PO Box 60111	Sunnyvale	CA	94086
Mid-Peninsula Alano Club	Ms.	Cathy	Emerson	Administrative Assistant	PO Box 70802	Sunnyvale	CA	94086
Mid-Peninsula Citizens for Fair Housing	Ms.	Marjorie	Rocha	Executive Director	457 Kingsley Ave	Palo Alto	CA	94301
Mid-Peninsula Housing Coalition	Ms.	Fran	Wagstaff		658 Bair Island Rd STE 300	Redwood City	CA	94063
Mid-Peninsula YWCA (Rape Crisis Center)	Ms.	Lorraine	Phillips	Executive Director	4161 Alma St	Palo Alto	CA	94306
Neighborhood Housing Services Silicon Valley	Mr.	Edward	Moncrief	Executive Director	1156 N Fourth St	San Jose	CA	95112
North Valley Workforce Board	Ms.	Tisha	Johnson	Assistant Director	505 W Olive Ave STE 550	Sunnyvale	CA	94086
Project Match Inc	Mr.	Bob	Campbell	Executive Director	555 Meridian Ave STE C	San Jose	CA	95126
Project Sentinel	Ms.	Ann	Marquart	Executive Director	1055 Sunnyvale-Saratoga Rd #3	Sunnyvale	CA	94087
Project Sentinel	Mr.	Martin	Eischner	Director of Dispute Resolution Programs	1055 Sunnyvale-Saratoga Rd #3	Sunnyvale	CA	94087
ProMatch					420 S Pastoria Ave	Sunnyvale	CA	94086
Salvation Army	Majors	Kenneth & Deborah	Hood		1161 S Bernardo Ave	Sunnyvale	CA	94087
Santa Clara County Office of Affordable Housing	Ms.	Susan	Phillips	Acting Director	1735 N First St STE 265	San Jose	CA	95112
Santa Clara County Unified School District	Mr.	Roger	Barnes	Assistant Superintendent of Business Services	1889 Lawrence Rd	Santa Clara	CA	95051